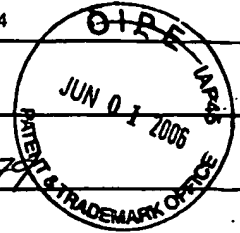


[illegible]

Form PTO-1449	U.S. Department of Commerce Patent and Trademark Office	Atty. Docket No. P19004	Serial No. 09/578,904
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant Robert R. BUSHEY et al.	
		Filing Date May 26, 2000	Group 2178217X



OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

XB	6	InterVoiceBrite, Inc., "AgentConnect Call Center Platform Brochure", no date available.
XB	7	"ACD Learning Center Tutorial Series", ACD Call Center Online Learning Center, copyright dated 1998-1999, < http://www.call-center.net/ivr-series.htm >.
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XB	12	"PADIS - An automatic telephone switchboard and directory information system," by A. KELLNER et al., <u>Speech Communication</u> , October 1997.
XB	13	"Natural Language Call Routing: a Robust, Self-Organizing Approach," by CARPENTER et al., Lucent Technologies Bell Laboratories (1998).
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XB	16	Kaoru KOBAYASHI, "Information Presentation based on Individual User Interests," 1998, <u>Second International Conference. IEEE</u> , pp. 375-383.
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XB	19	K. M. BROOKS, "Do Agent Stories Use Rocking Chairs: The Theory and Implementation of One Model for Computational Narrative," <u>Processing's of the Fourth ACM International Multimedia Conference on Intelligent User Interfaces</u> , ACM Press 1998.

EXAMINER

X-L. Bautista

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*EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

